

Service and Information Systems Research for a Better Future

Workshop Organizers

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Theme of the Workshop

The ongoing digital transformation - driven by an ever-accelerating speed at which innovative technologies and services are developed - offers manifold opportunities and challenges on the individual, organizational, and societal level. It is agreed that digital technology should be developed and deployed to increase well-being and quality of life for all human beings. In line with the conference theme of ICIS 2021 “Building Sustainability and Resilience with IS: A Call for Action”, this SIG Service pre-ICIS workshop aims at discussing service and information systems research for a better future. Some principles that might guide us in how a better future can look like are prescribed in the definition of a Society 5.0 - a society that follows leitmotifs such as inclusiveness, equality, and empowering of individuals—that is postulated by the Japanese Cabinet Office (https://www8.cao.go.jp/cstp/english/society5_0/index.html) and the United Nations Sustainable Development Goals (<https://sdgs.un.org/goals>).

Purpose of the Workshop

This workshop intends to facilitate the discourse amongst IS researchers interested in service research. We invite those interested in discussing how service research can play a pivotal role in achieving a better world in the future. Thereby, the workshop participants are requested to develop their ideas in a short paper before the workshop. This way, other participants can get acquainted with the topic, and we can start a fruitful discussion at the workshop itself, which provides an interactive and fun format to present, challenge, and develop breakthrough ideas on Service Research and IS.

Format of the Workshop

The workshop will be conducted on **Sunday, December 12th**, as a **half-day event**, including three sessions. We will start with a brainteaser from the SIG Service leadership team who pitch their views on how service research in IS can contribute to achieving a better future. The first workshop session will feature a Ph.D. Service Science Slam, inviting all Ph.D. students to present and discuss their current work that is related to service research in any form. We plan a short presentation with subsequent feedback/discussion. In the second session, Tuure Tuunanen will provide a senior

scholar’s pitch outlining his views on current trending topics in the discipline, again, followed by a discussion. A wrap-up and the annual SIG Services assembly will conclude the workshop.

Time	Event
Sun, Dec 12th	
09:00 – 09:15	Welcome and Networking
09:15 – 09:30	Brainteaser “Service Research and Information Systems for a Society 5.0”
09:30 – 10:30	Workshop Session 1: Ph.D. Service Science Slam
10:30 – 10:45	Coffee Break
10:45 – 11:45	Workshop Session 2: Senior Scholar Pitch by Tuure Tuunanen
11:45 – 12:45	Annual SIG SVC Assembly & Wrap-up

Target Audience

The target audience includes everyone who conducts and is interested in service research in an IS context. In particular, we especially encourage the ‘next generation of service researchers’ to present their work in the workshop and all participants to provide feedback and discuss trending topics in service research.

Submission of short paper / Important dates

Please hand in your papers via email to the workshop organizers. Acceptable papers must satisfy the ICIS formatting guidelines for research-in-progress papers. They must be at least four pages long (references excluded) but no longer than regular research-in-progress papers submitted to ICIS. Authors of accepted short papers will present their research in a short presentation.

The timeline for submissions is as follows:

- October 30th, 2021: Submission deadline
- November 15th, 2021: Author notifications about acceptance
- December 12th, 2021: pre-ICIS workshop (online)